

| Portal Redesign Project Charter | |
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| Charter Date: | May 12, 2006 |
| Executive Sponsor: | Clark Kelso, P.K. Agarwal |
| Working Group Members: | Rick Vagg– Project Director, BOE Keith Mitsuyasu – Project Manager, DTS Stacey Alexander – Core Team Member, EDD Denise Blair – Core Team Member, DMV Theresa Giles – Core Team Member, DHS Silvano Gutierrez – Core Team Member, FTB Cliff Johnsrud – Core Team Member, DCA Marilyn Lee-Nielsen – Core Team Member, DTS Richard Lehman – Core Team Member, CEAP/DMV |
| Background: | <p>To make it easy and convenient for citizens, businesses, and visitors to do business with the State of California, the State has embarked on an effort to redesign and revitalize California's portal www.ca.gov. The portal will create a single window into all State government services and information, as well as the underlying infrastructure to support shared services. The portal will make government services more accessible to citizens, businesses, visitors, and State agencies while reducing bureaucracy.</p> <p>The State has adopted the federated management and governance approach for the development and maintenance of the new portal. Agencies will be able to leverage the portal and the shared services for faster deployment of services, while reducing support and maintenance costs.</p> |
| Project Objective: | <p>The overall objective of the Portal Redesign Project (PRP) is to create a new, revitalized State portal using a federated management and governance approach. The State will adopt a services oriented architecture (SOA) to make applications development more expedient, efficient, and consistent. The objectives of the redesign effort are to:</p> <ul style="list-style-type: none"> • Increase the use and value of the portal by making it easier and more convenient to use for our citizens, businesses, visitors, and State agencies and their |

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| | <p>employees</p> <ul style="list-style-type: none"> • Enhance, expand, and refresh our Web presence • Expand access to government services and information • Combine services of different agencies to present to citizens and businesses complete "Service Centers" • Speed the development and delivery of on-line services, thereby minimizing costs • Reduce risk and cost by using repeatable frameworks and architecture • Leverage existing technologies • Improve the customer service and satisfaction levels • Create an environment that is more flexible, adaptive, and able to respond to the ever-changing needs and expectations of citizens, businesses, and visitors <p>The objectives of the PRP are closely aligned with the California State Information Technology Strategic Plan (2005), which calls for the State to "make government services more accessible to citizens and state clients" by completing a "customer-focused, technology-enabled transformation in service delivery to improve the accessibility, value, and cost-effectiveness of services, benefits, and information provided to the public, businesses, other government agencies, and State employees."</p> |
| Organization and Structure: | <p>A.) The State Chief Information Officer and Department of Technology Services Director serve as Executive Co-Sponsors.</p> <p>B.) The California Portal Redesign Team is comprised of various departmental representatives on loan to DTS.</p> <p>C.) The Project Director and Assistant Project Director are responsible for managing the redesign team.</p> |
| Authenticity and Accountability: | <p>The California Portal Redesign Project (PRP) Team, a multi-agency workgroup, is charged with developing new portal</p> |

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| | <p>requirements and ensuring that it meets the needs of both internal and external stakeholders. The team works under the guidance and direction of the Portal Steering Committee. The PRP Team will provide for new infrastructure and service components within the new portal. The PRP Team does not have the authority to enact Statewide policies or standards.</p> | |
| Scope of Effort: | <p>I.) Plan and Organize Develop cross departmental redesign team</p> <p>II.) 90 Day Effort</p> <ol style="list-style-type: none"> 1.) Usability and readability analysis and Web page redesign for the new “look and feel” 2.) Recommend and implement changes to the current search engine capabilities as a result of the problem analysis and customer survey results <p>III.) 120 Day Effort</p> <ol style="list-style-type: none"> 1.) Payment engine analysis and recommended strategy using a service center approach for convenient Internet payment transactions for the State’s on-line customers <p>IV.) 240 Day Effort</p> <ol style="list-style-type: none"> 1.) Solicitation for the new portal infrastructure to include a master contract strategy for consulting services to bring participating departmental program services on-line faster and more efficiently | |
| Charter Modification | <p>The charter remains in effect until modified and approved by the Project Director and Executive Sponsor.</p> | |
| Charter Approval Version 1.0 | Signature: | Date: |
| Clark Kelso, Chief Information Officer, State of California | | |
| P.K. Agarwal, Director, Department of Technology Services | | |
| Rick Vagg, Project Director Portal Redesign Team. | | |